

RESPONDING TO EMERGENCY AND CRISIS NEEDS

POLICY:

Umatilla Morrow Head Start, Inc. staff will assist participating families in identifying and accessing in a timely manner services needed to address emergency and crisis needs and situations. The family's home visitor, with assistance from the center team, will have the ongoing responsibility to provide ongoing support and follow up needed to resolve the situation. Staff will be provided training opportunities on recognizing crisis situations and developing crisis plans, including taking appropriate steps during potentially dangerous situations to ensure personal safety and the safety of family members.

PROCEDURE:

- I. At the initial contact with the family/ recruitment home visit, staff will assist families in identifying community resources if needed.
- II. Prior to the initial home visit staff responsible for providing social services will review the recruitment notes or other pertinent information about the family to identify any high risks which may have a need for emergency or crisis intervention services.
 - A. For any family that is identified as at high risk, the situation and potential need for emergency and crisis intervention services should be discussed with the center team. If needed, the team may develop a plan of how to respond to emergency or crisis situations in the center or in the home.
- III. At the initial home visit, all families are provided a community resource directory with provides information about agencies that provide emergency and crisis intervention services and listing of local and national crisis numbers. The home visitor provides an orientation to the community resource directory and how it can be used to locate needed services, including those needed to resolve emergency and crisis situations at may arise.
 - A. Any potential emergency or crisis needs identified will be followed up at this time and documented.
- IV. The home visitor having responsibility for social services will have the prime responsibility for assisting a family in developing plans to resolve emergency and crisis intervention situations.
 - A. All emergency and crisis situations will be handled when they are identified and the plan documented on the Family Development Summary of Services and on the FPA "Emergency and Crisis Needs" sheet.
 - B. Beside the center team the following individuals can provide assistance in developing a crisis plan and identifying appropriate resources.
 1. Family Advocate
 2. Neighborhood Coordinator
 3. UMCHS Mental Health Professionals
 4. Family and Community Development Director
 5. Community /Development Manager
 6. Health Services Director
 7. Nutrition Services Director
 8. Education Directors/Managers

- C. If an outside agency referral is needed, staff will assist the family in contacting the necessary resource and making the referral. If needed, the staff will make the referral for the family.
 - D. All emergency and crisis situations and referrals made **must be** followed upon within five days after the situation is identified. Some situations may require follow-up sooner.
- V. All emergency and crisis needs will be documented on the Family Development Summary of Services and on the “FPA Emergency and Crisis Needs” sheet.
- A. This documentation will include:
 - 1. The nature of the emergency or crisis situation.
 - 2. The plan that was developed with the family to respond to the situation.
 - 3. All referrals that were made and outcomes from referrals.
 - 4. The dates that follow-up occurred.
 - 5. The final resolution of the situation.
- VI. If an emergency situation with a family arises concerning child abuse, staff will follow procedures stated in the Umatilla-Morrow Head Start Child Abuse and Neglect Policy.